

Creative Solution

Employee Development and Computer Skills Training (SIN 874)

Federal Supply Schedule

Authorized Federal Supply Schedule Price List:

Employee Development Workshops (Instructor-Led Training)

FSC Group:	874
S.I.G	N/A
FSC Class:	874-4 (3) (2) (1)
Service Code:	611420, 611430 & 611310 (NAICS)
Product(s):	Please see attached
Contract Number:	GS-02F-0119R

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at fss.gsa.gov

Contract Period April 13, 2005 thru April 13, 2015

"PRICES SHOWN HEREIN ARE NET (Discount deducted)"

Contractor's name, address, and ph. no.:

Mario Torres-Gil, President
The Creative Solution
4041 Via Marisol, Suite 112
Los Angeles, CA. 90042
PH. 323-222-4065
Fax. 323-222-4944
Email: mtgg@theecs.com

Contractor's internet address/web site where schedule information can be found:

www.theecs.com

Business size: \$500,000 -\$1,000,000 annual revenue (small minority-owned business)

N/A = not applicable

CUSTOMER INFORMATION

I-FSS-600

(b)3-ii-1a **Table of Awarded SIN (Training)**
 (b)3-ii-1b **Lowest Workshop Net Price***

874

Please refer to attached Price List
Prices shown herein are net (discount
already deducted)

Pricing quoted is only for instruction and does not include travel related expense or travel-day compensation, which will be added for travel outside the Los Angeles area. Workshops quoted are for “off-the-shelf” instruction. Additional charges will apply for customized workshops and training materials, lengthier workshops, and for enrollment that is greater than the indicated maximum. Pricing will be prorated for enrollment and hours greater than the indicated maximum. Travel time will be negotiated and added for travel 50 miles or greater from Los Angeles.

(b)3-ii-1c	Proposing Hourly Rates	Not Applicable
(b)3-ii-2	Max Order	\$1,000,000
(b)3-ii-3	Min Order	\$100
(b)3-ii-4	Geographic area	USA, Ha
(b)3-ii-5	Pt. Of production	Los Angeles
(b)3-ii-6	Disc from List	3%
(b)3-ii-7	Quantity Disc.	3%
(b)3-ii-8	Prompt Pay Terms	0
(b)3-ii-9a	Govt. purch cards accepted below micro purchase threshold	Yes
(b)3-ii-9b	Govt. purch cards accepted above micro purchase threshold:	Yes
(b)3-ii-10	Foreign Items	N/A
(b)3-ii-11a	Time of Delivery	30 days
(b)3-ii-11b	Expedited Delivery	14 days
(b)3-ii-11c	Overnight and 2 day delivery	Available
(b)3-ii-11d	Urgent Requirements; contact Rep. Directly	Available
(b)3-ii-12	FOB pts	USA, Ha
(b)3-ii-13a	Ordering address	4041 Via Marisol St., Suite 112, Los Angeles, Ca. 90042
(b)3-ii-13b	Ordering procedure	contact Rep.
(b)3-ii-14	Payment Address	same as order address
(b)3-ii-15	Warranty provision	Standard
(b)3-ii-16	Export packing charges	N/A
(b)3-ii-17	Terms & Conditions of govt purch card	N/A
(b)3-ii-18	Terms & Conditions of rental, main,	N/A
(b)3-ii-19	Terms & conditions of installation	N/A
(b)3-ii-20	Terms & conditions of repair parts	N/A
(b)3-ii-20a	Terms and conditions for other serv.	N/A
(b)3-ii-21	List of serv & dist pts.	N/A
(b)3-ii-22	List of part dealers	N/A
(b)3-ii-23	Preventive maintenance	N/A
(b)3-ii-24a	Special attributes	N/A
(b)3-ii-24b	Section 508 compliance	N/A
(b)3-ii-25	DUNS number	82-7010133
(b)3-ii-26	Notification re: registration in CCR	Registered CCR

ADDITIONAL CUSTOMER INFORMATION

Type of Training: Instructor-led
Location of Training: On-site (at client location)
Training hours: 9-3pm (6 hours)
Lowest Price: Prices show herein are net (Discount Deducted). Pricing quoted is only for instruction and does not include travel related expense or travel-day compensation, which will be added for travel outside the Los Angeles area. Workshops quoted are for “off-the-shelf” instruction. Additional charges will apply for customized workshops and training materials, lengthier workshops, and for enrollment that is greater than the indicated maximum. Pricing will be prorated for enrollment and hours greater than the indicated maximum. Travel time will be negotiated and added for travel 50 miles or greater from Los Angeles.

For Inquiries and Ordering Information (please contact):

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Company Overview:

The Creative Solution has been providing quality and affordable employee development workshops to Federal Government agencies and departments since 1989. Current federal government clients include the EPA, BPD, BPE, CPSC, DFAS, FAA, US Forest Service, U.S. Army, U.S. Navy, U.S. Marine Corps, and the U.S. Air Force. Our instructors are experienced and innovative facilitators, averaging ten years in staff development. Our instructors also bring to the classroom a broad array of professional experiences both from inside and outside federal and local government.

PRICING SCHEDULE MODIFICATION

GSA CONTRACT GS-02F-0119R

WORKSHOP	Lowest Price	Max. # of Participants	Workshop Length	Course Description
Achieving Results Without Authority	\$2,236	20	6	This workshop will provide individuals with the critical communication tools needed to develop collaborate relationships and build influence. Participants will learn to identify and develop personal strengths that can increase influence; apply key persuasion tools that will gain commitment (without arm twisting); understand actions and attitudes that build rapport with colleagues; and learn techniques for building personal power and influence
Advanced Communication Skills	\$2,217	20	6	In this workshop, students will review the basics and then learn about more complex communication styles and techniques. Students will learn how to communicate with peers, supervisors, subordinates, and customers/vendors. Course activities also cover promoting ideas, handling negotiations, and dealing with human resource issues. Students will identify an organization's culture, discuss how communication can perpetuate a culture, define a cultural network, and explore ways to take advantage of a cultural network.
Beat Burnout; Renew Your Enthusiasm	\$2,325	20 students	6 hours	Do not let burnout beat your career potential. Learn to identify the common causes and stages of short- and long-term burnout and obtain solutions for combating fatigue, managing stress on the job and juggling the multiple demands of work and family. Discover your capacity to maintain and renew yourself regularly through

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				proven preventive and recovery techniques.
Boomers and the XYZ's of Today's Workplace; Understanding and Leading the Generations	\$919	20 students	2 hours	There are unique and distinct differences associated with each of the generations in our current workforce: Baby Boomers, Generation X, and Generation Y. Understanding the generational differences can improve leadership effectiveness and decrease organizational conflict. Older supervisors are often supervising next generation employees and vice versa. This course discusses why the differences exist and suggests leadership and supervision strategies to more effectively make the cross-generational change.
Building Confidence and Self-Esteem	\$2,271	20	6 hours	Self-esteem is related to your self-worth and your value. Building self-esteem is a first step towards improving your happiness, your relationships, and your achievements. In this interactive four-hour workshop, participants will learn techniques for confronting their fears, know what they want and how to ask for it, and better communicate with others. This workshop is highly recommended for those who desire to increase their self-confidence at work and improve their working relationships.
Building Teams with Type	\$2,920	20	6 hours	Building Teams with Type aims at exploring type's complexities and their effective application to teams and organizations. This class will be taught in a small group format combined with lecturettes while also drawing on the broad experience of the participants. An MBTI self-scoring assessment will be administered in class.
Coaching Skills	\$2,271	20	6 hours	As a leader in your organization, you are expected

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	\$2,184			to help people meet or exceed expectations and to help ensure productivity and efficiency for the organization. Coaching is a leadership tool that is effective in improving performance and contributing to the goals of the organization. In this course, you will explore the benefits of coaching, coaching approaches, how to develop an action plan, and methods for ensuring the coaching process is successful
Communicating for Success	\$2,158	20	6 hours	This fun and fascinating one-day seminar will cover such topics as how to “flex” your style to work better with others, barriers to effective communication, how to overcome them, and much more. You will also find out what your basic behavioral style is, how you relate to others, how they relate to you, and how you can use this information to improve your communication at work and at home.
Conflict Resolution	\$2,109	20 students	6 hours	Understanding the issues can lead to unity and change which can make your organization a healthy, positive environment. Conflicts can have a devastating impact on morale and productivity in any office or home. Dealing with conflict effectively is a skill which anyone can use if they know what to do.
Conducting Effective Meetings	\$1,622	20 students	3 hours	This highly interactive half-day workshop will provide instruction about planning, participating in, and concluding successful meetings. Workshop participants will learn how to establish the purpose and agenda of a meeting, facilitate participants' progress toward the meeting goals, improve their leadership abilities, and facilitate situation analysis, brainstorming, and decision making among meeting participants.

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				Workshop activities also cover building a positive climate during a meeting and following best practices of verbal and nonverbal communication, including managing conflict
Creative Thinking and Problem Solving	\$2,379	20 students	6 hours	Creative thinking and problem solving involves both left and right brain processing activities. On one hand, it requires the creative and often-artistic process of seeing things differently. It requires the freedom to imagine alternative possibilities. On the other hand, creative thinking and problem solving involves the analytical process of identifying problems and developing systematic action plans for resolving them. Combining these two elements can often be the answer to a more productive and satisfactory work environment.
Customer Service Excellence!	\$2,070	20 students	6 hours	Become "customer driven" and learn how to take service to the top, inspiring others in your organization to provide quality service. You learn to identify your internal and external customers and discover the latest methods for enhancing customer service and handling problems, while anticipating and responding to customers' needs.
Developing Effective Media Relations Skills	\$3,224	20 students	6 hours	One of the best ways to market or promote your product is through the media. There are certain do's and don'ts that will enable you to maximize the benefits you gain from any interviewing situation. This customized training uses <i>extensive videotaping</i> and <i>individual coaching</i> , giving you tools and techniques that last a lifetime.
Effective Writing	\$2,496	20 students	6 hours	Learn practical techniques for adding power to written reports, executive summaries and

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				memos. This course teaches you how to select the best style to fit your topic, purpose and audience; analyze the reader before putting pen to paper; and tailor your documents to strengthen your message and get results
E-Mail Etiquette	New \$1,612	20 students	3 hours	Make the most of e-mail and other office technology while avoiding embarrassing and even illegal mistakes. Learn e-mail etiquette, legal guidelines, and tips for using technology to provide efficient, professional customer service.
Emotional Intelligence; Understanding and Applying	\$2,464	20 students	6 hours	Understanding Emotional Intelligence can help employees to better understand the role of emotions and how they impact qualities like self-control, motivation, persistence, and the ability to work cooperatively with fellow employees. Training will focus on skill-building, and a self-assessment is included to measure tendencies and abilities within the four main areas of your Emotional Quotient: Emotional Awareness, Emotional Self-Control, Social Awareness, and Social Interaction Skills.
Engaging in Constructive Conversations	\$2,236	20 students	6 hours	All of us must engage in conversations that can be stressful and challenging at one time or another. Handling them well is essential. Learn techniques for handling such conversations with skill and confidence. These techniques can be applied in multiple settings, but the emphasis will be on performance and other workplace conversations. This workshop will be loosely based on the highly acclaimed book <i>Crucial Conversations</i> .
Error-Free Grammar and Proofreading	\$2,444	20 students	6 hours	Get a firm grip on grammar rules, learn to proofread with perfection, and enjoy yourself

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				in the process. This course is fast moving and engaging, so participants will remain interested. At the end of the day there will be a comprehensive grammar review. This course is recommended for managers, secretaries, and for others who have never received instruction on their core grammar skills or need to brush up.
Essential Supervisory Skills	New \$2,217	20 students	6 hours	Often, supervisors and managers are promoted for excelling at what they do, but are rarely given the necessary training to help their entire team excel at what they do. This course will give you the skills to galvanize your effectiveness as a leader. Learn how to build trust and cooperation, empower your staff, increase productivity, and satisfy your own manager's objectives .
Generations, Gender, and Genes	\$2,392	20 students	6 hours	All of the generations have to learn to understand and adapt to each other, otherwise personalities will continue to clash at work. This fast-paces, fascinating, and fun course explores all these issues to help your employees value the people they work around every day. This course will also present the most recent research on communication differences between the genders and generations.
Harassment/Discrimination Prevention	\$1,702	20 students	3 hours	This course defines sexual harassment, reviews how employees document incidents of harassment, discusses methods of resolving sexual harassment complaints and describes the federal EEOC guidelines.
Improving Your Grammar	\$2,392	20 students	3 hours	If you are frustrated by common mistakes in grammar, take this course to quickly

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				refresh your understanding of the fundamental rules of English grammar.
Improving Your Presentation Skills	\$4,576	10 students	12 hours	Your effectiveness as a professional often depends on how well you orally present your results and findings. In a stress-free workshop environment, you will prepare and practice several presentations. With the use of videotape, you will receive individualized coaching on the organization and delivery of your presentations.
Interviewing Techniques	\$3,016	20 students	6 hours	Getting the right employees for your organization is a key. Identify the benefits of interviewing skills and the various types of interviews. Learn the steps involved in writing and finalizing the success factors for a position.
Leadership Essentials for Non-Managers	\$4,992	20 students	12 hours	Learn the essential skills to gain the respect and support of others. Learn to handle different personality types, delegate effectively, overcome conflict without making enemies and build stronger, more successful teams.
Leadership Essentials for Managers	\$5,096	20 students	12 hours	Our fast paced, technology driven work environment presents significant leadership challenges for managers and supervisors. Meet these challenges of leadership by learning how to unlock the potential of your team, unit, department, or division. You will learn about your own interaction style, identify your areas of strength and opportunities for growth, and be able to analyze a group situation to maximize productivity.
Listening Skills	\$1,520	20 students	3 hours	To develop more effective communication through

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				improving listening skills.
Managing Multiple Priorities	\$1,762	20 students	3 hours	Every day, we are faced with more and more to do with less and less time to do it in. We're judged by our ability to accomplish our important projects on time and not get "side-tracked" by useless interruptions. This course is designed to give you proven techniques for staying on top of your workload to help improve your productivity and the quality of your work.
Managing a Virtual Workforce	\$4,004	20 students	6 hours	Many of today's supervisors and managers must manage a workforce of teleworkers, contractors, remote team members and others they do not see on a daily basis. Contingency planning requires the ability to continue managing when employees can no longer use the office. This course teaches managers how to supervise remote workers successfully without sacrificing performance or control.
Myers-Briggs Type Indicators for Building Better Relationships	\$2,920	20 students	6 hours	This workshop will focus on understanding why some of our most important personal and work relationships are enjoyable while others cause us stress or even anger. The focus will be on developing more productive relationships through an awareness of values, communication style, motivation, and strengths to create "win-win" relationships.
Negotiating Techniques	\$2,157	20 students	4 hours	Learn to create win-win situations and improve work relationships with colleagues, employees, customers and

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				others. Focus on issues of negotiation, including using multiple strategies, applying the no-fault formula and interest-based methods, and assessing the roles of truth-telling and empathy in the negotiation process.
Project Management Fundamentals	\$8,663	20 students	24 hours	Acquire skills needed to organize and complete complex and challenging tasks. Learn the basic steps to managing projects through the use of case studies and team simulations. Master the use of project organization, work breakdown structures, scheduling, PERT analysis and cost estimating. Gain an understanding of how work groups communicate and how to effectively handle project breakdowns. Learn to conduct project reviews, presentations and closure.
Project Cost and Time Management	\$5,104	20 students	12 hours	This two-day workshop is designed to build on the fundamentals of managing projects. It introduces participants to more complex topics in project management while it deepens their understanding of planning and controlling processes. Participants discover concepts, tools, and ways to manage projects to achieve positive outcomes. They apply these principles and techniques to sample projects and create links to their own projects
Sexual Harassment Prevention (for Managers and Supervisors)	\$1,190	20 students	2 hours	Satisfy the new legal mandate requiring all employers with 50 or more employees to provide at least two hours of sexual harassment prevention training to all supervisory employees. This two-to-four hour <i>highly interactive</i> and <i>dynamic</i> workshop covers the essentials and related issues necessary to help prevent sexual harassment in your workplace. This workshop is

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				recommended for supervisory and non-supervisory personnel. This workshop satisfies the requirements of California Assembly Bill 1825
Speaking With Confidence and Clarity	\$2,380	20 students	6 hours	This seminar will teach you the presentation skills and speaking techniques that will take you off the sidelines and have you standing up with confidence and skill!. This seminar presents you with special advantages not available in any other training course. The principle and practices taught are based on the experience of our top presenters and our 20+ years of actual practice.
Stress Management	\$2,262	20 students	6 hours	The objective of this course is to provide comprehensive instruction in the practice of understanding stress and learning to manage and control stress as an essential component for health, well-being, work and family life. Learn to feel better about yourself and others and become less vulnerable in stressful situations.
Team Development	\$1,924	30 students	3 hours	The use of teams in the workplace is more common than ever before. However, positive results from a team environment are not guaranteed. Teamwork is a skill that can be taught. Building a team requires taking a risk and sharing decision-making as teams take collective actions and share purpose, goals, and accountability. Teamwork also requires flexibility, good listening skills, and the ability to compromise. High performing work-teams are the result of individual and collective performance.
Technical Writing	\$2,444	20 students	6 hours	Get beyond writer's block and learn to write reports that hold your readers' interest and

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				generate positive results. Learn to choose the right style and tone, organize content, pinpoint the needs of your audience, incorporate research, limit your scope and context, and discover other methods for writing logical, user-friendly reports.
What is Your Personality?	\$1,352	20 students	2 hours	Learn your behavior style, and how to adapt your style to succeed with others. The Four-Quadrants will be covered.
Workplace Diversity	\$2,262	20 students	6 hours	No one should make assumptions or generalizations about others. In this session, you will cover the real issues regarding workforce diversity, including how behaviors impact people differently as a result of gender and cultural or ethnic background. Learn the benefits gained from accepting diversity.
Adobe Acrobat Basic	\$971	10 students	6 hours	You may have used a variety of different programs to create documents and files for your own use. However, you are required to share your files electronically by email frequently, over a network, and on the web, so that recipients can view, print, and offer feedback. In this course, you will use Acrobat to make your information more portable, accessible, and useful to meet the needs of your target audience.
Adobe Illustrator Basic Advanced	\$911 \$911	10 students 10 students	6 hours 6 hours	In the Basic course, students start by drawing and manipulating simple shapes to create logos. In addition, students will combine text and graphics to create advertisements. In the Advanced course, students will create complex, robust illustrations that go beyond using Illustrators basic tools.
Adobe InDesign	\$962			In the Basic course students will learn the basics of creating

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Basic Advanced	\$962	10 students 10 students	6 hours 6 hours	documents with InDesign. In the Advanced course, students will build upon the basic skills, using additional techniques to manipulate text, pictures, and pages. You will control type formatting, create and edit graphics, and create and modify layouts with efficiency and accuracy.
Adobe Photoshop Beginning Intermediate Advanced	\$968 \$968 \$997	10 students 10 students 10 students	6 hours 6 hours 6 hours	In the beginning course, you will learn to use several tools for selecting parts of images, and will move, duplicate, and resize images. You will also learn to use layers, and to apply layer effects and filters to create special effects. In the Inter. and Adv. workshops, you will learn many complex features including how to use vector paths for a variety of purposes, including masking, clipping paths, and illustration.
MS Access 2010 Beginning Intermediate Advanced	\$1,011 \$1,011 \$1,011	10 students 10 students 10 students	6 hours 6 hours 6 hours	Students will learn the basic skills necessary to begin using Access. Then in the Intermediate course, they will design and create databases, tables, queries, forms, and reports. Students will learn how to use complex query techniques, create efficient forms and reports, and create macros to automate their forms. In addition, students will gain experience with Internet-related features, including hyperlinks and the Web toolbar. In the Advanced course, student will extend their Access skills to create and implement switchboard forms, develop data access pages that include advanced controls, protect that information using security protocols, and make the data more accessible and portable.
MS Excel 2010 Beginning (Level I) Intermediate (Level II) Advanced (Level III)	\$977 \$977 \$977 \$1,012	10 students 10 students 10 students	6 hours 6 hours 6 hours	In the basic course the user will create, edit, format and print basic worksheets and charts in Excel. In the Inter. and Adv. courses the student will create

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Power User (Level IV) VBA Excel (Level V)	\$1,012	10 students 10 students	6 hours 6 hours	templates, sort and filter data, import and export data, analyze data, customize workbooks, work with multiple data sources, collaborate with other users, enhance spreadsheets using charts and graphic objects.
MS Outlook 2010 Beginning Intermediate	\$1,080 \$1,080	10 students 10 students	6 hours 6 hours	Students will learn the fundamentals of using Outlook to coordinate mail, appointments, events, meetings, tasks, and contacts. In the Intermediate course, students will learn how to sort, filter, and group items; use and create Outlook/Exchange templates and forms; and share information by using public folders and Net Folders.
MS PowerPoint 2010 Beginning Intermediate	\$1,011 \$1,011	10 students 10 students	6 hours 6 hours	Students will learn the basic skills necessary to begin effectively creating presentations in Microsoft PowerPoint. In the Intermediate workshop students will learn advanced features of PowerPoint, including customizing templates and the PowerPoint environment and making a presentation interactive by using hyperlinks and action buttons.
MS Project 2010 Basic Advanced	\$1,086 \$1,086	10 students 10 students	6 hours 6 hours	The Basic course is for individuals who use Microsoft Project. Topics in this course cover the critical skills necessary to create and modify a project plan file that contains tasks, resources and resource assignments. The Advanced course will build upon the knowledge you gained in Project Level 1, and will give you the opportunity to work with a project plan once it has entered the project implementation phase.
MS SharePoint Collaboration	\$1,892	10 students	6 hours	In this course, students will acquire and understanding of the dynamic relationship between MS Office and SharePoint. Creating and

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				working with shared documents will form the basis of this class. Collaboration features new to MS Office will also be covered.
MS Visio Beginning	\$985	10 students	6 hours	In this course, you will learn fundamental skills while creating several types of diagrams using Visio Standard. You will create a directional map, a block diagram, a basic and a cross-functional flowchart, an organization chart, and an office layout.
MS Word 2010 Beginning Intermediate Advanced VBA Word Programming	\$1,012 \$1,012 \$1,012 \$1,052	10 students 10 students 10 students 10 students	6 hours 6 hours 6 hours 6 hours	The beginning workshop will provide the user with the basic concepts required to produce common government documents as well as give you the opportunity to apply them. Intermediate and advanced skills include showing how to create templates, manage table data, create a newsletter, send form letters, create a Web page, and manage document changes.
Crystal Reports Basic	\$863	10 students	6 hours	In the Basic course, you will build basic list and group reports that will work with almost any database.